

wherein said one or more telephony devices define client endpoints adapted to forward said calls to said one or more queues.

7. (Amended) A method for processing calls in a telecommunication system, said method comprising:

receiving a first call at a telephony device on a network;

receiving a second call at said telephony device while said first call is being processed;

transferring said second call to a queue, said queue being definable as a callable device on said network; and

transferring said second call back to said telephony device after a predetermined condition is met;

wherein said telephony device comprises a client endpoint and is adapted to request a call transfer to said queue.

~~13. (Amended) A system for processing calls in a telecommunications network, comprising;~~

one or more first callable entities coupled to said telecommunications network; and

one or more second callable entities coupled to said telecommunications network, wherein said one or more second callable entities are defined as queues for temporary holding of calls for said one or more first callable entities while said one or more first callable entities are processing other calls, wherein said one or more first callable entities are configured to forward said calls to said one or more second callable entities while said one or more first callable entities are busy.

15. (Amended) A system for processing calls in a telecommunications network, comprising:

one or more first callable entities coupled to said telecommunications network; and